

## **ISO 9001**

### **“Must Knows”**

1. **GSFC Quality Policy** – know the basic concept!

***With customer satisfaction as our primary goal: - GSFC is committed to meeting or exceeding our customer's requirements – We achieve excellence in all of our efforts***

2. **What is ISO 9001** – A set of international standards and guidelines that define the requirements for an effective quality system
3. **What is the Goddard Quality Management System (QMS)** – A hierarchy of GSFC policies and procedures developed to fulfill the certification requirements for ISO 9001 (i.e., the 20 elements)
4. **Key personnel:**
  - GSFC ISO/QMS Management Reps – Charlie Vanek, Brian Keegan, and Jim Moore
  - ESDIS ISO Management Representative – Curt Schroeder
  - ESDIS Directives Manager – Keith Oppenhauser
  - ESDIS NCR/CA Lead – Sue Sekira
5. **“Must Know” ISO/QMS Fundamentals:**

- Know what “You” do – are there written procedures? Where are they?
- What quality records pertain to your work?
- Which GSFC Center procedures and guidelines apply to you?
- Do you have an ESDIS Organizational Chart – where is it?
- Where is the ESDIS Quality Manual (how ESDIS implements ISO 9001)?
- What does the ESDIS Project Plan mean to me?
- How to submit and maintain directives/procedures

**BOOKMARK:** <http://spsosun.gsfc.nasa.gov/ISO9000.html>

Familiarize yourself with the Web content and identify which processes govern your work. A link to the GSFC ISO 9001 Web page is also available at <http://arioch.gsfc.nasa.gov/iso9000/index.htm>. Remember, procedures on the Web are the official copies!

6. Everyone should have a PD, a current performance plan, and training records– If asked, indicate that your official PD and training records reside with the Office of Human Resources. Your supervisor maintains all performance plans.
7. **QMS Document Pyramid:**
  - 1 – GSFC Quality Manual**  
describes the Center's implementation of ISO 9001 and our commitment to quality
  - 2 – Goddard Procedures and Guidelines (GPG's)**  
Center procedures and guidelines that address the ISO 9001 reqts
  - 3 – Directorate Procedures**  
describes Directorate or Project-level PG's (e.g., ESDIS Project Plan)
  - 4 – Work Instructions**  
details the “How”, step by step

Quality Records form the foundation of the Quality Management System (QMS) and are the objective evidence that we're implementing ISO 9001. Know your quality records! Examples include CCB records, RIDs, SOWs, and Letters of Delegation.

## **8. ISO directives that directly affect your work:**

GPG 1410.1 Directives Management – establishes procedures and guidelines for developing Goddard directives, including PGs and WIs, and maintaining a Master Documentation List – Keith is our Directives Manager. Work with him to finalize new PGs and WIs.

GPG 1440.7 Control of Quality Records – establishes requirements for identifying, storing, and accessing quality records (specifically, the Quality Records List). The ESDIS Quality Records List is on the ESDIS ISO Homepage. Make sure your quality records are on the list.

GPG 3410.2 Employee Training and Qualification – establishes process for identifying and meeting employee training and qualification requirements. It is the supervisor's responsibility to define the training needs for each employee and document the new training needs in the employee's performance plan. The OHR maintains all PDs and employee training records.

GPG 5100.1 Procurement – defines the GSFC purchasing system. Resources should follow GSFC's procurement policies and procedures.

GPG 5100.2 Supplier Performance Record – establishes requirements for collecting and reporting contractor performance data (e.g., PEB packages).

GPG 5340.2 Control of Nonconforming Products – establishes the centerwide process for capturing nonconformances, namely in the NCR/CA database. Sue Sekira is the NCR Lead. Any employee can enter nonconformances in the NCR/CA database.

GPG 7120.5 Program and Project Management – establishes baseline system for Program, Project, and Product Management. ESDIS has a current Project Plan, accessible via the Web.

GPG 9980.1 Internal Audit System – establishes independent internal audits to check Center compliance. Any project or employee may be subject to an audit.

## **9. Upcoming dates in which an auditor may visit:**

- Pre-assessment audit by external auditor – week of 2/16/99
- GSFC internal audit – week of 2/16/99
- Certification audit – 4/16/99 – 4/20/99

## **10. Audit Reminders:**

- Know where to locate GPG's, PG's, and WI's (on the WEB)
- Know what procedures and instructions are applicable to what you do
- Know your quality records and their physical location
- Read the ESDIS Project Plan and ESDIS Project Quality Plan
- Understand the goal behind ISO 9001
- Be professional and courteous to auditors
- Think before answering auditor questions
- Don't volunteer more information than requested – keep answers brief
- Answer truthfully – don't guess or bluff the auditor